

DATE 01/20/11

TO: ALL POTENTIAL BIDDERS

FROM: H. Ryan Bolles  
DSCYF – Contract Administrator

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS (RFP) – CYF1007-FACTS II  
Development

**ADDENDUM #12**

Below is an update of questions asked regarding this RFP by the 1/6/11 deadline. You will see that three questions remain unanswered at this time. However, they continue to be researched.

Questions received 1/6/2011		
DD & I RFP Questions		
	Question	Response
14	<b>6.11 INTERFACES Page 49</b> The RFP states “FACTS II must interface with other DSCYF systems that are not included in the solution  for example:  • Help desk software”  <b>Please specify the help desk software name, version and the method of interface.</b>	BMC Service Desk Express
15	<b>Appendix A</b> The appendix states “Responses to Scope of Services and specific items/questions as identified in Section V, Scope of Services”.  <b>Please clarify if Section V is a typographic error and instead should be read as Section VI.</b>	The statement in Appendix A reads “Responses to Scope of Services and specific items/questions as identified in Section V, Scope of Services” should read “Responses to Scope of Services and specific items/questions as identified in Section 6, Scope of Services.”
16	<b>Appendix E Page E-21 Requirement 5-7</b> The column how met has the text “OK” in it. Please clarify the significance of the text for this requirement.	This is a typo-please ignore.
17	<b>Appendix E Page E-22 6-3</b> The Requirement priority is marked as “2-Must Have”. Please clarify if this should be “1-Must Have”.	This is a typo this should be “1-Must Have”.
18	<b>Appendix E Page E-80 Requirement 34-8</b> The requirement priority is marked as “2-Could Have”. Please clarify if this should	This is a typo this should be “3-Could Have”.

	be "3-Could Have".	
19	<b>Appendix E Page E-88 Requirement 37-14</b> The requirement priority is marked as "2-Must Have". Please clarify if this should be "1-Must Have".	This is a typo this should be "1-Must Have".
20	<b>Section 7.1 Proposal Format Page 61</b> Please confirm that Section 6 of the proposal – Scope of Services should be submitted in the response in Section 7.2.4 – Bidder's Products, Methodology, and Approach to the Project. If this assumption is incorrect, please provide the specific response section for Section 6.	That assumption is correct.
21	<b>Section 6.14 System Training Page 55</b> Please provide the organization of the Agency's training staff, specifically the staff that will be involved in the delivery of training and their roles and responsibilities.	At least one trainer from each division (4) Roles will be to review materials and conduct classroom training in conjunction with Vendor staff.
22	<b>Section 4.2 Page 33</b> Please provide additional information regarding the "formal organizational change management initiative". Additionally, please describe how vendors are expected to coordinate with the 'formal organizational change management initiative' mentioned on page 33.	At this point we anticipate Change management will primarily be a training and acceptance function of FACTS II, we do not expect large changes in work process, flow or task makeup. At this time we anticipate this change management function will work in parallel to Design and Development.
23	<b>Section 6.14 Page 55</b> The RFP says 1600 workers will require training. The recent response to initial bidder Q&A says there are 1200 users – can you please confirm the number of staff to be trained? <ul style="list-style-type: none"><li>Of that amount, can you please provide a break down by county and state? Breakdown by state, out of state and private agency workers?</li></ul>	We anticipate 1200 State staff and roughly 400 providers, training is typically provided in one location in the 3 counties. There are training facilities in both New Castle and Kent county. We anticipate all training to be in state at this time.
24	<b>Section 6.14 Page 55</b> Please specify if the State training facilities be used to meet the Instructional Based Training requirements? If so, please provide facility specifications such as: <ul style="list-style-type: none"><li>How many facilities are available and their locations?</li><li>Hours during the day that the facilities are available.</li><li>Number of students that can be trained.</li><li>Classroom support tools i.e., projector, desktops, etc.</li></ul>	Yes they will, currently there are two facilities for hands on training with a capacity of up to 15 people per location. Facilities for non hands on training are also available for groups of from 30 to 150.  The facilities are within the control of DSCYF and generally are available during normal business hours.  Projectors, PC's and network connections are available.
25	<b>Section 6.5 Page 42</b> references a DTI PMO and OCM Methodology. Please provide details of the DTI PMO and the OCM methodology.	The states Project management methodology generally follows the Project Management Institute principals. Currently there are : <ul style="list-style-type: none"><li>Work break down structure for the project</li></ul>

		<ul style="list-style-type: none"> <li>• Schedule (Gantt Chart)</li> <li>• Procurement Plan</li> <li>• Resource Management Plan</li> <li>• Scope Management Plan</li> <li>• Risk Management Plan</li> <li>• Cost Management Plan</li> <li>• Communications Plan</li> <li>• Change Management Plan</li> </ul> <p>We currently do not have a formal Change management methodology.</p>
26	<p><b>Section 6.16.1 Page 58</b> Please provide details around the Help Desk mentioned in 6.16.1, p. 58 such as?</p> <ul style="list-style-type: none"> <li>• Please confirm if the help desk and implementation support will be comprised of 50% State staff and 50% vendor staff</li> <li>• Number of staff that will be committed by the State for help desk support</li> <li>• Help desk software used</li> <li>• Other technology tools used</li> <li>• Days and Hours of operation</li> <li>• Please specify the duration for which the vendor is to support the help desk after the statewide implementation of FACTS II</li> </ul>	<p>We expect the bidder to propose help desk staffing levels needed, the helpdesk software we use is BMC Service Desk Express other tools include remote desktop, please indicate whether your proposal includes "Shadowing Capabilities" Current hours of Help Desk operation are standard business hours.</p>
27	<p><b>Section 6.16.1 Page 58</b> Please confirm if the Implementation Support Team is a State-Bidder combined team. If so, please provide the number of staff that will be committed by the State for implementation support activities.</p>	<p>We anticipate that the implementation support team will consist of predominately Vendor staff with participation from the DSCYF DBA's and Support Management, and field support analysts.</p>
28	<p><b>Appendix Page E E-55 Requirement 22-6 Legacy Data</b> The requirement states "FACTS II will include conversion of selected archival data from stand alone ACCESS databases from programs that are not in FACTS."</p> <p><b>Please confirm if all of the stand alone databases are provided in Section 6.15.1 – Table 4: Preliminary FACTS II Legacy Data Conversion Sources. If there are additional stand alone data sources, please provide the details of the stand-alone databases that should be included in the conversion (size, count of tables etc.)?</b></p>	<p>This issue is being researched.</p>
29	<p><b>Appendix E Page E-11 Requirement 2-3 System Navigation / System Help</b> The requirement states "FACTS II will provide dynamic views and the ability to focus on pieces of screens (ability to resize open FACTS II screens). "</p> <p>Please specify the definition and provide an example of "dynamic views".</p>	<p>DSCYF views dynamic views as being able to set up views a variety of different ways, and the ability to change what is on the view.</p>

30	<p><b>Appendix E Page E-15 Requirement 3-10 Search Processes</b></p> <p>The requirement states, "FACTS II will have capability to search external databases and display match data for comparison (dependent upon security access/authorization and the existence of an interface with the appropriate system)."</p> <p><b>Please provide a list and count of external databases and protocols for communication with the external databases (FTP, web services etc.)</b></p>	<p>This requirement refers to the ability to navigate to, or integrate other systems or databases from inside FACTS II, other systems may require further authentication. These systems include but are not limited to</p> <ul style="list-style-type: none"> <li>• Child Support Enforcement</li> <li>• Legal Status</li> <li>• Medicaid</li> <li>• Court Scheduling</li> </ul>
31	<p><b>Appendix E Page E-22 Requirement 5-14 Worker Management, Assignments, and Workload Weighting</b></p> <p>The requirement states "FACTS II will utilize performance indicators at caseload level that are accessible by worker and management." Please define specify the list of performance indicators that FACTS II is expected to use for this requirement.</p>	<p>DSCYF would expect the FACTS II to be able to track timeliness of task completion, and whether the task was completed, worker case load, case weighting as well as other program measures such as, but not limited to, AFCARS and NCANDS performance indicators, etc.</p>
32	<p><b>Section 6.10 Page 48 Reports</b></p> <p>Please confirm if the "200 client related and an additional 70 fiscal and education reports" cited in Section 6.10.1 – Reports are operational management statistical reports.</p>	<p>The number 200 was used to gauge an order of magnitude as what would be needed to meet business needs using integrated workflow and its data. Currently these needs are met by:</p> <ul style="list-style-type: none"> <li>• approximately 100 production reports on the portal that have been fully vetted and documented. These reports constitute the report catalog mentioned in <b>Appendix E Page E-24</b></li> <li>• unknown number (100s) of workbooks that are in Oracle Discoverer (partially documented; many are based on user defined data structures and Oracle objects and have some documentation)</li> <li>• Other reports used by divisions but NOT published on the portal (full catalog not available; partially documented and some undocumented)</li> </ul> <p>The intention was that we would have to determine what reports would be built since the new report structures would be completely different. There would not necessarily be a one to one match between existing FACTS reports and new FACTS II reports. You might find that five FACTS reports could be replaced by one FACTS II report. We</p>

		would need to provide the business need of the existing reports to the vendor so they could plan report database structures or individual reports. We want the vendor to build a core of the most critical reports that will be operational on day one. DSCYF staff will build other reports.
33	<b>Appendix E Page E-24 Documents, Records, Forms Management, and Client Meeting Documentation</b> Please provide the current reports catalog and examples for current automated forms, notices, and management statistical reports. Additionally, please provide the number for each, that the vendor is expected to implement with the new FACTS II system.	Will send report catalog for portal in a separate email We anticipate that the number and composition of these reports forms, notices will change based on the design of the new system. We would like the new vendor to propose the most effective reporting approach appropriate for their proposed solution
34	<b>Section 6.10 Page 48 Reports</b> “The Bidder is to provide per unit costs for converting simple reports and complex reports.” Please provide direction regarding where the State would like this information to be submitted. Please explain how this cost may be factored into the overall evaluation scoring of the pricing.	Please provide these costs in an addendum identified, This information falls outside of the overall evaluation of the bidders proposal
35	<b>Appendix E Page E-44 Requirement 17-1 Accreditation</b> The requirement states “FACTS II will provide documentation and reporting requirements necessary to meet accreditation standards such as CARF, ACA, CEA (Correctional Education Assoc), Middle States, medical accreditation (outside contractor), COA (Council on Accreditation), or other relevant accrediting bodies.” <b>Please clarify this requirement. Is the State expecting online functionality or the ability to generate information to submit to the respective governing body to meet accreditation standards?</b>	FACTS II will provide DSCYF the ability to generate statistics on demographics, services, Length of stay, Time to treatment, or admission, Recidivism. Utilization rates and service unit costs for fee for service programs that are requested by accreditation agencies. The vendor is not expected to provide functionality specifically related to various accreditation standards.
36	<b>Appendix E Page E-47 Requirement 18-19 Data Quality and Maintenance</b> The requirement states “FACTS II will permit specification of rules regarding modification of finalized activities in open and closed cases with rollback capability to correct subsequent errors in workflow.” <b>Please provide the details and examples of what constitutes a rollback and if the solution is expected to incorporate functionality for rolling back any and all data for closed cases.</b>	Permit workers to be able to generate corrected data under specific conditions given appropriate authorizations.
37	<b>Appendix E Page E-47 Requirement 18-21 Data Quality and Maintenance</b> The requirement states “FACTS II will allow department staff to update and maintain system help content instead of relying on vendor.” <b>Please confirm if this requirement is a duplicate requirement of 2-13 (FACTS II will provide DSCYF administrative ability to update/maintain Help.)</b>	It is a duplicate.
38	<b>Appendix E Page E-47 Requirement 18-24 Data Quality and</b>	“Crosswalk” refers to the ability to

	<p><b>Maintenance</b> The requirement states “FACTS II will incorporate crosswalk capability in vendor codes to other State and Federal departments, as permitted by State policies.”</p> <p><b>Please provide the definition and details of “crosswalk capability</b></p>	<p>maintain relationships between the various state and federal codes.</p>
39	<p><b>Appendix E Requirement E-49 Requirement 19-1, 19-2, 19-3, 19-4, 19-5, 19-6, 19-7, 19-8, 19-9, 19-10 Archiving, Purging, and Expungement</b> The requirement states “FACTS II will provide archiving, purging and expungement in accordance with Federal, State, and departmental approved retention schedule. (Department policy regarding archiving and expungement is undergoing review.)”</p> <p><b>Given that the policy for archiving, purging and expungement is yet to be finalized, please provide direction on how vendors should estimate the level of effort for the requirements noted?</b></p>	<p>DSCYF desires bidders to propose a flexible mechanism to expunge appropriate information given a list of items to be expunged. It is further desired that the bidders will propose a parameter driven mechanism. DSCYF anticipates that the bidders will draw on their experiences in this area.</p>
40	<p><b>Appendix E Page E-71 Requirement 29-16 Residential FACTS II</b> will allow access to and automation of all provider deliverables, whether or not provider is state or contractor managed, within confidentiality limits.</p> <p><b>Please provide a count and examples of provider deliverables that are expected to be automated?</b></p>	<p>It is anticipated that the list of provider deliverables is dynamic and will include service activity documentation, provider notes, outcomes, transition plans, and billing invoice information. This information can take both document and data form.</p>
41	<p><b>Appendix E Page E-81 Requirement 36-1 Service Implementation – Compliance and Quality Assurance</b> Requirement states “FACTS II will have the capacity to track and report on state and division policy driven and statutory related activities {including access to services requirements and quality standards (e.g., Medicaid, CMH, child welfare requirements, SAMHSA)}.”</p> <p><b>Please provide details on the quality standards and examples of reports expected for this requirement.</b></p>	<p>DSCYF intends this requirement to speak to the ability to develop analytical reports from comprehensive nature of the data collected in the FACTS II system to generate, statistics on demographics, services, length of stay, time to treatment, or admission, recidivism, utilization rates, and service units costs for fee for service programs.</p>
42	<p><b>Appendix E Page E-83 Requirement 36-7 Service Implementation – Compliance and Quality Assurance</b> Requirement states “FACTS II will have the ability to measure compliance and quality performance in multiple views (points in time, multiple levels of management, etc.) with identified performance standards.</p> <p><b>Please specify the number of compliance measures, quality performance measures and the number of views that the solution should incorporate these measures into.</b></p>	<p>DSCYF would like workers to be able to generate corrected data under specific conditions given appropriate authorizations.</p>
43	<p><b>Appendix E Page E-84 Requirement 36-18 Service Implementation – Compliance and Quality Assurance</b> The requirement states “FACTS II will provide a set of protocols to respond to (collect necessary information in a pre-determined format with redactions, etc.) inquiries and requests for review by outside entities (i.e. Family Court, Child Placement Review Board, Office of Child Advocate).”</p> <p><b>Please provide a definition of “protocols” and provide</b></p>	<p>DSCYF produces a number of documents and reports for a variety of purposes that may require the omission of certain specific data. DSCYF would like bidders to call on their experience in this area to propose alternatives to accomplish this task, through means such as but not limited to the</p>



	examples.	classification of specific documents to accomplish this task, intelligent documents, or a manual on-line process.
44	<b>Appendix E Page E-103 42-12 Client Service Payments – Accounts Payable</b> The requirement states “FACTS II will provide retroactive claim calculations and adjustments.” <b>Please provide the various programs for which retroactive claim calculations and adjustments need to be incorporated in FACTS II (Example: Title IV-E)</b>	This issue is being researched.
45	The list of interfaces provided on the CD indicates “Requirement #” in column D. However, these numbers do not map to the list of requirements specified with the RFP. Please clarify the mapping of these requirements.	The requirement numbers on interface spread sheet are incorrect Bidders should use the requirement numbers in Appendix E.
46	<b>Section 6.1.2 Technical Objectives page 37 10-1</b> There are multiple reporting and business intelligence requirements in the RFP related to need for predictive modeling and business analysis (“What if” analysis)  <b>-Please specify the level of Predictive modeling and analytics desired. Additionally please specify the number of users expected to use the business analytics and predictive modeling.</b>	We would anticipate the bidder to propose predictive modeling and analysis methodologies germane to this industry. DSCYF anticipates only a small number of users.
47	<b>Section 6.15 Conversion Page 56</b> Please provide additional information regarding the State’s Change Management Team. Example: Number of state staff, level of commitment, roles and responsibilities etc.	The change management team is currently being charged and assembled. Details are not complete at this time.
48	<b>Section 6.15 Conversion Page 56</b> The section states, “Bidders are requested to cost out their proposed strategies to assist the Department in assessing the proposed solutions?” <b>Please specify the expectations of where to document the costs associated with the conversion strategies. Additionally, please clarify if these costs are part of the overall evaluation criteria for cost proposal.</b>	DSCYF would request that bidders propose a baseline cost for conversion of only critical data. In as much as these costs are part of the overall costs to complete the project, they should be included in overall cost portion of the proposal for evaluation.
49	<b>Section 6.15 Conversion Page 57</b> The section states, Bidders must identify an hourly rate for performing additional data conversion activities. <b>Please specify the expectations of where to document the costs as requested. Additionally, please clarify if these costs are part of the overall evaluation criteria for the cost proposal.</b>	Bidders are asked to provide incremental costs as more conversion is included beyond the baseline included in the proposal These costs will not be included in the overall evaluation of the cost proposal.
50	<b>Section 6.3 Technical Requirements Page 41</b> The section states “For ongoing system maintenance, Bidders are requested to provide a cost estimate and to offer such services as an option in their proposal”.  <b>Please confirm if this is cost is part evaluation criteria for the cost proposal. Additionally, please specify how to document this cost in the cost sheets provided.</b>	The ongoing cost of maintaining the system will be considered in the evaluation. The costs may be documented in narrative form with tables highlighting component costs based on the bidders suggested approach.

51	<p><b>Section 7.3 Business Proposal - Cost and Pricing Analysis Page 67</b> The first paragraph states to include a detailed breakdown of costs and the third paragraph indicates that the network equipment and other infrastructure will be finalized during contract negotiations.</p> <p><b>Please clarify if the total project cost that will be evaluated are the fully loaded costs per key milestone/associated deliverable only and does not include the requested costs for software and hardware. Additionally, please confirm what portions of the various costs that you have requested will be evaluated in the cost proposal.</b></p>	The evaluation will contain elements of both fully loaded costs of deliverables as well as complete costs including costs associated with hardware and software.
52	<p><b>Appendix E Page E-32 Requirement 9-15</b> Please specify the version of the Exchange Server currently in use by the DSCYF, for example, Exchange Server 2007 or 2010 etc</p>	We are running Exchange 2007 We anticipate migration to Exchange 2010 soon.
53	<p><b>Figure 1: FACTS II Project Structure Page 19</b> Please provide information on the state's teams who would be directly participating in the day to day working of the FACTS II project. Please provide details of their functions, roles and responsibilities.</p>	The FACTS II Committee and its sub-committees--their primary role will be to respond to vendor questions and to provide subject matter expertise as necessary in a timely manner.
54	<p><b>Section 7.2.8 Project Work Plan Page 65</b> The section states " Contractor, QA Vendor, and Department staffing requirements should be summarized separately" <b>Please confirm if DDI vendors are required to submit specific staffing requirements for the State and QA vendor staff.</b></p>	DSCYF is requesting the DD & I Vendor to submit its requirements and expectations of the State staff and it's exceptions of the QA Vender staff.
55	<p><b>Appendix E Requirements 7-14, 7-23</b> Please specify the number of users who are expected to digitally/electronically sign various documents in FACTS II.</p>	The number of users who are expected to electronically sign documents in FACTS II has not been determined. A minimum of 12 to 15 users is expected, but the upper range will depend on whether program administrators or managers are included.
60	<p><b>Section 6.14 System Training Page 55</b> Please provide the organization of the Agency's training staff, and their roles and responsibilities.</p>	At least one trainer from each division of the four divisions. Roles will be to review materials and conduct classroom training in conjunction with Vendor staff.
61	<p><b>Section 4.2 Page 33</b> Please describe how vendors are expected to coordinate with the 'formal organizational change management initiative' mentioned on page 33.</p>	At this point, we anticipate Change Management will primarily be a training and acceptance function for FACTS II. We do not expect large changes in work process, flow or task makeup. At this time we anticipate this Change Management function will work in parallel with Design and Development.
62	<p><b>Appendix E Page E-11 System Navigation / System Help Requirement 2-3</b> The requirement states "FACTS II will provide dynamic views and the ability to focus on pieces of screens (ability</p>	DSCYF views dynamic views as being able to set up views a variety of different ways, and the ability to



	to resize open FACTS II screens). <b>“Please specify the definition and provide an example of “dynamic views”.</b>	change what is on the view
63	<b>Section 6-10 Reports Page 48</b> “The Bidder is to provide per unit costs for converting simple reports and complex reports.. Please explain how this cost may be factored into the overall evaluation scoring of the pricing.	Please provide these costs in an addendum identified. This information falls outside of the overall evaluation of the bidder’s proposal.
64	<b>Section 6.14 Page 55</b> Please specify if the State training facilities be used to meet the Instructional Based Training requirements? If <ul style="list-style-type: none"> <li>• How many facilities are available and their locations?</li> <li>• Hours during the day that the facilities are available.</li> <li>• Number of students that can be trained.</li> <li>• Classroom support tools i.e., projector, desktops, etc.(State Supplied?)</li> </ul>	Yes they will. Currently there are two facilities for hands on training with a capacity of up to 15 people per location. Facilities for non-hands on training are also available for groups of from 30 to 150. The facilities are within the control of DSCYF and generally are available during normal business hours. Projectors, PC’s and network connections are available.
65	<b>Appendix E Page E-22 Worker Management, Assignments, and Workload Weighting Page 5-14</b> The requirement states “FACTS II will utilize performance indicators at caseload level that are accessible by worker and management.”  Please define specify the list of performance indicators that FACTS II is expected to use for this requirement.	DSCYF would expect the FACTS II to be able to track timeliness of task completion, and whether the task was completed, worker case load, case weighting as well as other program measures such as, but not limited to, AFCARS and NCANDS performance indicators, etc.
66	<b>Appendix E Requirement 10-10: “Basic and Advanced Searches of reports”.</b> We would like clarification as to whether you want to search the data in the report, or the data about the reports or both. (i.e. Report Metadata).	DSCYF would like to be able to search both data contained in reports as well as report metadata.
67	<b>Appendix E Requirement 11-3: “Saving Reports’ originating Data”.</b> We would like clarification as to whether you require a snapshot of the database at the time the report was run, or just the data that was returned by the query	The “saving report data” requirement will be based on the report and audit needs of the report. These will be determined at design time.
68	<b>Appendix E Requirement 11-6: “Summary Tables required for reporting”.</b> We would like clarification as to whether a data warehouse will be required.	Bidders are expected to propose a reporting solution approach for the overall FACTS II solution as outlined in the DD & I RFP.
69	<b>Appendix E Requirement S-74: “Statistical Reports”.</b> We would like clarification as to whether you are referring to someone doing statistical modeling, or just displaying statistical data in charts/graphs or both.	Bidders are expected to propose statistical and modeling approaches based on the bidders proposed system and experience in this industry, We anticipate a number of users of interested in charts/graphs for reports such as census reports and etc. We anticipate only a few users, at most, would use any statistical modeling.

70	We were at the bidders' conference; however one of our major sub-contractors could not make it. Now, it is becoming clear that, our proposed Subcontractor should be the prime and we should be the sub. Would this be possible to submit a proposal which our sub (who could not attend the bidders' conference) becomes the prime, and we become the sub. Please advise.	The bidders' conference was mandatory for all prime contractors. Your proposal will have to represent the prime contractor as having been an agency in attendance at the bidders' conference.
71	<b>Section 1.2 Page 10</b> This section calls for delivery of a draft 'technical design'. The RFP does not call for a final technical design. Please clarify the contents of this document.	The design Document should at a minimum contain an architecture document along the lines of that presented at the Bidders conference (See PowerPoint's posted earlier). In addition, it should convey to DSCYF the overall design of what is being proposed, the technologies included and how they are intended to operate together
72	<b>Section 6.11 Page 48</b> Does DSCYF have agreements in place with the agencies responsible for all interfacing systems for the necessary work to develop, test and deploy the interfaces?	Agreements are in place for existing interfaces. It is anticipated that some of these will change based on what is proposed and then worked out in the Design phase.
73	<b>Section 6.11 Page 49</b> This section contains the statement "FACTS II must interface with other DSCYF systems that are not included in the solution, for example Help desk software". Are there other systems besides Help desk and those listed in section 6.11 that will require interfaces? If so, can you please identify the systems?	Not at this time. Please confine your reply to those listed in section 6.11.
74	<b>Section 6.11 Page 49</b> The State indicates they will provide the selected bidder with the detailed interface standards following contract award. Can the bidders assume that these standards will not cause the bidders to incur costs that are not normally associated with the development of system interfaces?	That is correct, this is mainly detailed data that the state deems confidential for technical security reasons
75	<b>Section 6.11 Page 49</b> This section provides a list of systems with which FACTS II will interface. Can the State provide the number of transaction formats, frequency of interface and volumes of transactions for each system?	The extent of interface information available is provided on the spread sheet included in the CD distributed at the Bidders conference. We would anticipate that some of the formats would change during the Design Phase.
76	<b>Section 6.14 Page 55</b> The first paragraph identifies 1600 workers that require training, some of whom are out of state or providers. Can the State identify the number of workers that are expected to attend classroom training?	We anticipate 1200 State staff and roughly 400 providers for training. Training is typically provided in one location in the 3 counties. There are training facilities in both New Castle and Kent county. We anticipate all training to be in state at this time.
77	<b>Section 6.15 Page 57</b> Table 4 lists the various sources of legacy data. Can the State provide statistics for each such as table, row and column counts?	This issue is being researched.
78	<b>Section 6.17 Page 59</b> What process does the State envision for	We would assume that the bidder's

	researching and validating claims of system defects? How will the State compensate the vendor for time spent researching claims which are not actual defects?	methodology and planning would account for a standard level of this.
79	<b>Section 6.17 Page 59</b> Can the State identify a minimum acceptable staffing commitment for the Warranty Period?	We would anticipate the bidder will propose a needed level of staffing and participation based on the development methodology to be employed.
80	<b>Section 7.2.5.1 Page 63</b> Please clarify what is meant by off-shore or near-shore components? How does the State plan on monitoring the selected vendor? What penalties would be levied?	We are modifying this requirement to say that the state must approve any off shore or near shore components within State of Delaware guidelines.
81	<b>Section 7.2.6 Page 64</b> This section mentions “DSCYF review meetings and feedback”. Please provide additional information on the purpose and frequency of the review meetings.	These meetings are a means of providing information flow between DSCYF the DD & I Vendor, and the QA Vendor. They are intended to supply each with a forum to offer feedback to each other to resolve potential issues or conflict before it happens.
82	<b>Section 7.2.7 Page 64</b> This requires bidders to verify they will ‘comply with the quality assurance procedures that will be established by the QA vendor’. The RFP for the QA vendor states that the QA vendor is responsible for Monitoring the DD&I contractor’s performance without directly causing or affecting any changes to the DD&I Contractor’s contract”. Would the State consider including similar language in this RFP?	Because of the nature of the QA contract we do not believe that this is necessary.
83	<p><b>Section 7.3 Page 66</b> The instructions for the cost proposal direct the vendor to use Appendix A to provide cost information. Appendix A calls for a list of deliverables and a price for each deliverable. Throughout the proposal, the State refers to goals and criteria related to costs that are not related to deliverables. For example, on page 30 the State indicates it desires a solution that ‘will minimize ongoing maintenance costs’. On page 35, bidders are directed to ‘identify high-level Total Cost of Ownership and Return on Investment metrics’ as part of their cost proposal.</p> <ol style="list-style-type: none"> <li>1. Please provide additional clarity on what factors bidders should include in these calculations so that the State is able to consider ‘apples to apples’ when comparing vendor proposals.</li> <li>2. Please provide a format for including this information in the cost proposal.</li> <li>3. Please provide additional clarity on how these non-deliverable based cost factor into the cost proposal evaluation.</li> </ol>	We would anticipate that the vendors provide us with a total cost of ownership by year, e.g. Cost of associated software licensees and projected maintenance support costs, recommended hardware and replacement schedules with associated costs. DSCYF is responsible for the cost benefit analysis. Providers may suggest how there solution could provide opportunities for benefit from their solutions which DSCYF could elect to evaluate and include in the cost benefit analysis. The costs may be documented in narrative form with tables highlighting compoument costs based on the bidders suggested approach.
84	<b>Section 7.3 Page 67</b> The next to last paragraph calls for including “COTS software purchases and licensing fees, and hardware purchases” as part of the cost proposal. Should this include recurring licensing and maintenance fees? If so, for what period? Also, please explain how hardware and software costs will be included in the cost proposal evaluation.	Recurring costs that extend beyond the development period should be listed once and noted as “recurring costs.” Those recurring costs that extend only for the development should be identified in total and noted that they are recurring

		and the period over which they occur.
85	<b>Section 7.3 Page 67</b> The next to last paragraph calls for including “COTS software purchases and licensing fees, and hardware purchases” as part of the cost proposal. Does the State own any existing hardware or software that can be used by the vendor and therefore lower the State’s cost?	The majority of hardware and software licenses currently held by the State are focused on the existing system and will be needed to keep the current system running during FACTS II Development. The use of certain licenses or hardware for the development of FACTS II can be determined at the time of contract negotiations.
86	<b>Section 7.3 Page 67</b> The next to last paragraph includes “Bidders should clearly define and justify the components for the costing of each milestone”. Please provide additional instructions on the content and format of this information.	DSCYF is asking the bidder to identify component costs associated with a specific milestone and, if necessary, justify these costs.
87	<b>Section 7.3 Page 67</b> The first paragraph on this page requires the bidder’s price to be valid “until either a final contract is negotiated or until the procurement is cancelled.” In theory this requires prices to valid for an unlimited period of time. Would the State consider limiting this time period to an industry standard 180 days?	The state would entertain such a limitation understanding given that the proposal and ACF review processes can take up to 120 days. Once a vendor agreement is reached, the state may ask that the vendor to extend price guarantees through the ACF review period-- even if that extends beyond the 180 day window since it is a finite period.
88	<b>Section 8.1.3 Page 69</b> The RFP allows for oral presentations and/or demonstrations after evaluation of proposals. How will oral presentations and demonstrations be evaluated? How will the evaluation of these factor into the overall contractor selection?	The purpose is to give the vendors a chance at further clarification of how their proposed solutions will address the various requirements established by DSCYF. As such these demos may have impact on scores in all categories.
89	<b>Section 8.2.1 Page 71</b> Table 5 does not include legacy data conversion, which is outlined in section 6.15. Where will the bidder’s response to conversion be evaluated?	As part of project Approach and Understand section.
90	<b>Section 8.2.1 Page 72</b> The evaluation criteria cite that up to 600 points will be awarded to a responder for cost. Can the State explain how the number of points awarded will be determined?	Costs will be compared using a weighted ranking against the minimum bid.
91	<b>Section 8.2.2 Page 72</b> What information or documents will be available to the public at the bid opening?	Only which agencies have submitted a proposal on time is announced. No documents are made available to the public.
92	<b>Appendix E Requirement 2-11 Page E-12</b> Are the policies and procedures available on-line? Are they available in an electronic format?	Yes, they are on the DSCYF Website.
93	<b>Appendix E Requirement 2-14 Page E-13</b> Can the bidder assume the State will accept responsibility for updating help files for any application changes made by State staff?	Yes, DSCYF would like vendors to outline the process by which this will be done
94	<b>Appendix E Requirement 3-6 Page E-15</b> Please explain what is meant by a ‘search by unique identifier... with at least 8 levels of validation’.	DSCYF currently uses a probabilistic search to avoid duplicate entries. We would like the bidders to propose an

		approach using names, addresses, birthdates, etc. for their proposed solution that minimizes the creation of duplicate entries.
95	<b>Appendix E Requirement 5-5 Page E-20</b> The current Senate Bill 265 relates to the 'right to farm'. Is this the intended reference? If not, please provide a copy of the legislation.	Bills 265 and 114 are available at these links respectively.
96	<b>Appendix E Requirement 11-3 Page E-36</b> This requirement talks to saving/archiving a report's 'originating data' and a 'matrix report'. Can you provide additional clarity or explanation of the requirement?	The "saving report data" requirement will be based on the report and audit needs of the report. These will be determined at design time. This also speaks to the ability to drill down into the detail data that created the summary.
97	<b>Appendix E Requirement 21-8 Page E-53</b> This requirement calls for a 'single solution' password; can we interpret this as a 'single sign-on' password?	Yes, it should read single sign-on password.
98	<b>Appendix E Requirement 22-3 Page E-54</b> This requirement calls for a 'pilot test' for all implementation activities. However, section 6.13.5 says that it is up to the vendor to decide whether or not a pilot test is required. Please clarify the discrepancy.	DSCYF is currently not requiring a pilot test and expects the bidder to make recommendations based on their approach to the FACTS II Project and proposed solution.
99	<b>Appendix E Requirement 25-5 Page E-60</b> This requirement talks to 'streamlining' interstate compact case closing. Can you clarify?	Current thinking as to the alteration of the procedures for interstate compact cases is embodied in the process flows provided. DSCYF will be looking toward the bidders to propose improved approaches based on their experience. Details will be worked out at design time.
100	<b>Appendix E Requirement 27-25 Page E-66</b> This requirement references 'provider automated input'. Is this a requirement to interface with provider systems? Can you provide more information?	Currently providers have the capability to input data. DSCYF would like to retain this capability and expand it to allow providers to transfer information into FACTS II in the form of both data and documents.
101	<b>Appendix E Requirement 28-1 Page E-67</b> The requirements state that "FACTS II will provide a service monitoring module/tool that accommodates differences across service Divisions and services. " Can you clarify what is meant by a service monitoring tool? In reviewing the Business Flows, it appears to us that this is part of the case plan review and specific to individual services, have we interpreted it correctly or is it a broader? If the latter, can you please elaborate on the requirement to include more specifics.	Service monitoring tools are part of the case management planning and review process as indicated in the business flows. A broader meaning was not intended. Additional details may be added during the design phase and we are expecting bidders to include best practice based on their experience in service reviews as an element in the case management process.
102	<b>Appendix E Requirement 38-7 Page E-91</b> This requirement calls for data exchanges in 'various manners' compliant with Federal EHR regulations. Is this requirement calling for an automated	We are looking for an automated interface, but the DDI vendors will need to include effort required to define

	interface? If so, is this interface listed among the systems cited in Section 6.11 of the RFP. Are the Federal regulations cited based on NIEM?	detailed requirements with DSCYF and DHSS to meet this requirement. Documents to be provided.
103	<b>Appendix E Requirement 42-7 Page E-92</b> This requirement calls for 'facilitating' direct deposit payments. Would this occur via a State accounting system or would FACTS II interface directly with ACH/Banks?	DSCYF does not have a direct relationship with banks in this matter. State accounting standards will be adhered to in this matter. Interfaces will be with the state accounting or state treasurer department systems.

All other terms and conditions remain the same.

If you have any questions, please contact me at 302-633-2701 or [Herbert.Bolles@state.de.us](mailto:Herbert.Bolles@state.de.us)